

ATTACHMENT 1

SUBJECT: Telephone Calls re FBIS

Background: As service of common concern to more than the intelligence community for more than 25 years, the Foreign Broadcast Information Service routinely receives a great number of telephone inquiries daily. The large percentage of these inquiries come from the USIS community; the balance are calls from parties outside of the USIS structure, and some indeed from outside of the U.S. Government proper. However, the vast majority of the latter category are from authorized recipients of FBIS services with legitimate questions. In view of the wide diversity of services offered by FBIS to a very broad range of users, the types of inquiries received run the gamut.

Procedures have been long established in FBIS for coping with this problem of telephone inquiries from non-subscribers to FBIS services. They are:

During regular duty hours: All such direct telephone contacts are normally routed to the FBIS Liaison & Requirements office. L&R will dispose of the call or directly refer the inquiry to Agency or other U.S. Government offices immediately concerned. Virtually all such telephone contacts fall in one of the following four categories:

Press Inquiries. Infrequent telephone or written requests for information or services received directly by L&R are referred immediately to the Office of the Assistant to the Director for Public Affairs (ADCI) preferably before the caller can state his question or problem.

Congressional Inquiries. Rare telephone or written requests received directly by FBIS for FBIS services or information about FBIS from congressional sources or their constituents are referred immediately to the Office of the Legislative Counsel.

Academic Community Inquiries. Infrequent telephone or occasional written inquiries concerning FBIS services or information about FBIS from persons in the academic community are referred to the Office of the Coordinator for Academic Relations for comment and advice.

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During non-duty hours: The FBIS Wire is the only official point of contact. Should an inquiry be received by the Wire from a non-subscriber to FBIS services, personnel are under strict instructions not to divulge any information concerning Wire services or those of the FBIS in general. The nature of the inquiry is recorded and referred to L&R on the next working day or referred directly to one of the offices identified above. If the caller persists, or if the query is urgent and cannot be adequately dealt with by the Wire, the duty editor is instructed to seek assistance from an FBIS Staff Officer.